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Figure 3

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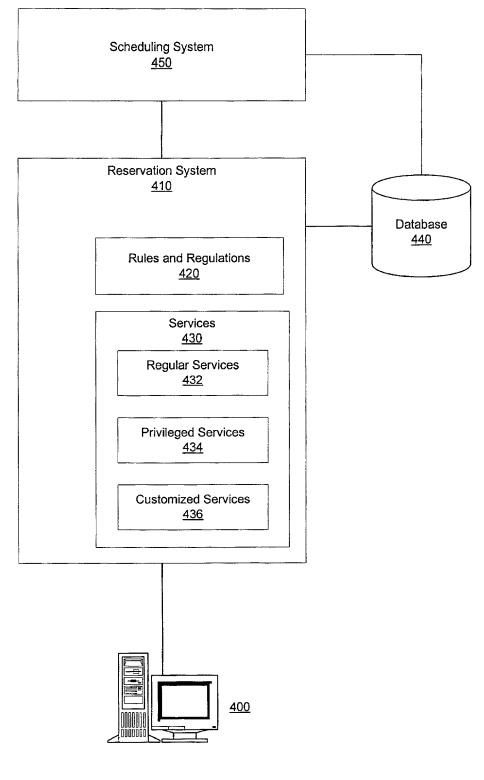


Figure 4

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Client <u>510</u>

Selection Mechanism for Services 520

- * Generic Service
- * Customized Service
- * Privileged Service

Profile (Account Type etc.) 530

- * Privileged Client
- * Preferences

Client's Past History 540

- * Travel Schedules
- * Services Requested
- * Money Spent

Specify Choices 550

- * Travel Dates
- * Food Preferences
- * Drink Preferences
- * Baggage Preferences
- OtherCustomization

Graphical User Interface 560

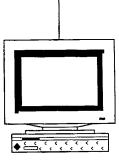


Figure 5

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